## Ink & Toner Fulfillment & Subscription Services Agreement

**Dealer Information:**

Dealer Name: {Dealer\_Name}

Address: {Dealer\_Address}

Phone: {Dealer\_Phone}

**Customer Information:**

Customer Name: {Customer\_Name}

Address: {Customer\_Address}

Contact: {Customer\_Contact}

**Effective Date:** {Contract\_Effective\_Date}

**Term:** 12 months, automatically renews for successive one-year terms until terminated with notice.

### 1. Software & Automation Services Included

The following SaaS services will be provided under this Agreement:

{#includeDCA}

* **Data Capture Agent (DCA)**

The customer agrees to maintain continuous device connectivity as required by the DCA platform. Provides real-time monitoring of device status, usage, and diagnostics.

{/includeDCA}

{#includeJITR}

* **Just-in-Time Replenishment (JIT‑R)**

Automates ink/toner shipment consolidation and oversees cartridge utilization and premature replacement. Also facilitates closed-loop recycling of spent cartridges.

{/includeJITR}

* **Subscription Management**

Enables automatic billing, renewal alerts, and usage reporting.

{#includeQR}

* **QR-Code Integration**

Adds scannable codes on devices/cartridges for simplified asset tracking and reordering.

{/includeQR}

### 2. Extended Service Warranties (ESW)

{#includeESW}

Coverage details: hardware repair/replacement, response times, exclusions.

Terms will reference the SLA Addendum (see Addendum 3).

{/includeESW}

### 3. Monthly Subscription Fee

Total Monthly Fee: **{Monthly\_Subscription\_Fee}**

### 4. Billing & Payment

Invoiced monthly in advance.

Auto-charge to customer’s payment method on file.

Terms for late payment and service suspension included.

### 5. Term and Termination

**Initial Term:**

12 months.

Automatic Renewal: Continues for successive 12-month terms unless one party gives 30 days’ written notice before renewal.

**Termination:**

For convenience: 30 days’ notice.

For cause: immediate if payment or SLA obligations are breached.

### 6. Addenda

#### Addendum 1: Customer Print Devices

List of covered devices.

Includes make, model, asset tag, serial number, location, contracted SKU bias.

#### Addendum 2: Usage Guardrails & QBR

Quarterly review of device count and print volume based on rolling 90-day data.

Subscription adjusted according to the greater of actual usage or contracted baseline.

Terms for notification and fee changes applied post-QBR.

#### Addendum 3: Service & Repair SLAs

Service Level Agreements:

Response time: e.g., next-business-day on-site diagnosis.

Repair or replacement timeframe.

Scope exclusions (e.g., abusive damage, third-party parts).

#### Addendum 4: SKU Bias Terms

SKU Bias selection: {SKU\_Bias\_Option}

N (New-Compatible preference; lowest cost)

R (Remanufactured preference)

O (OEM preference; highest cost)

Defines how cartridge variants are prioritized and their pricing impacts.

### 7. General Terms

Confidentiality

Data Ownership & Privacy

Limitation of Liability

Governing Law

Assignment & Integration Clauses

### 8. Acceptance & Signatures

**Dealer Representative:**

Name: {Dealer\_SalesRep\_Name}

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Customer Representative:**

Name: {Customer\_Rep\_Name}

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDENDUM 1

CUSTOMER PRINT DEVICES

List of covered devices:

{List\_of\_Devices}

ADDENDUM 2

MONTHLY SUBSCRIPTION

GUARDRAILS

QUARTERLY BUSINESS REVIEW

REVIEW FOR POTENTIAL ADJUSTMENT OF SUBSCRIPTION

{#includeESW}

ADDENDUM 3

SERVICE & REPAIR

SERVICE LEVEL AGREEMENT

{/includeESW}

ADDENDUM 4

SUBSCRIPTION SKU BIAS

YOU HAVE SELECTED:

1. OEM BIAS
2. REMANUFACTURED BIAS
3. NEW-BUILD COMPATIBLE BIAS